



## ***Town of Surfside***

### ***Code Compliance Procedure***

#### ***Overview***

Code Compliance is an investment that pays off for the town and its citizens by helping to keep it vital. The compliance of property maintenance and nuisance codes establishes a minimum standard for maintaining properties in the Town of Surfside.

The primary goal is to obtain voluntary compliance with the provisions of the Town of Surfside Code of Ordinances by all residents.

By doing so we will:

- Maintain a high quality of life in our community
- Contribute to the improvement and stabilization of our neighborhoods
- Protect our property values
- Help promote a healthy and safe environment

#### ***Have a Complaint?***

Many people are not exactly sure what to do when they have a complaint regarding a possible violation.

The first thing you should do is talk with your neighbor or the property owner. Politely explain the situation and ask for their cooperation in resolving the problem.

If your “good neighbor” effort fails, call the Town of Surfside Code Compliance Department at (305) 861-4863 ext 230 or e-mail [mgarcia@townofsurfsidefl.gov](mailto:mgarcia@townofsurfsidefl.gov) with your concerns.

## ***The Steps***

The following are the major steps in Code Compliance process.

1. After a complaint is made, the information provided is entered into our records for tracking and an inspection is scheduled.
2. The Code Compliance Officer goes to the property, knocks on the door and lets the residents know the purpose of the visit. If there is no answer a courtesy notice is placed on the door of the property.
3. The resident has the right to deny access to the property. If they do, our investigation will be limited to what can be viewed from the street or adjacent properties.
4. The town does have the right to obtain a search warrant. However, because that process is time consuming and expensive, search warrants are only obtained in extreme situations.
5. If the complaint cannot be verified, the investigation comes to an end and the case is closed. If the complaint appears valid, the Code Compliance Officer takes pictures and makes notes to document what he or she witnessed.
6. If the resident is present, they are given a verbal warning or courtesy notice. A completion date is set and by that time the problem must be corrected. A second inspection is done after that date.
7. Our preference is for the resident to comply voluntarily. Most of the times our efforts result in a “quick fix”.
8. Violations that are quickly and easily remedied are given 5 to 15 days to comply.
9. Violations that may require a more involved resolution are given a compliance date that is appropriate given the situation and its complexity.
10. On specific cases, the Code Enforcement Officer may grant a onetime extension for compliance, providing the violator can prove the need for such extension.

11. The ideal outcome is complete compliance within the requested time. Occasionally a “Civil Violation Notice” is issued. Infrequently, after all attempts to attain compliance are exhausted, it is turned over to the Special Magistrate or the Miami-Dade County court system.

**The primary goal of Code Compliance is voluntary compliance, not punishment**

